

Write your name here

Surname					Other names						
Edexcel BTEC Level 1/Level 2 First Certificate / Extended Certificate and Diploma		Centre Number					Learner Registration Number				
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Public Services

Unit 6: Citizenship, Society and the Public Services

Tuesday 16 January 2018 – Morning Time: 1 hour	Paper Reference 20537G
--	----------------------------------

You do not need any other materials.	Total Marks
---	-------------

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

Information

- The total mark for this paper is 50.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

P53110A

©2018 Pearson Education Ltd.

1/1/1/1



Answer ALL questions.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 Identify **two** ways people can become citizens.

- A Through residency
- B Through consultation
- C Through retirement
- D Through marriage
- E Through diplomacy

(Total for Question 1 = 2 marks)

2 Identify **two** ways public services support different groups in society.

1

.....

.....

.....

2

.....

.....

.....

(Total for Question 2 = 2 marks)

3 The Equality Act 2010 legally protects people from discrimination in the workplace.

State **two** types of discrimination that are against the law.

1

.....

.....

2

.....

.....

.....

(Total for Question 3 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

2

P 5 3 1 1 0 A 0 2 1 2

4 Give **two** ways that leisure services meet the needs of individuals.

1

.....

.....

2

.....

.....

(Total for Question 4 = 2 marks)

5 State **one** way that a public service organisation protects the environment.

.....

.....

.....

(Total for Question 5 = 1 mark)

6 Identify **two** responsibilities that public service employers have to their employees.

- A To provide training
- B To respect them
- C To guarantee promotion
- D To consult them
- E To provide meals

(Total for Question 6 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



7 Implementing equal opportunity measures can affect public service budgets.

Identify **two** costs of implementing equal opportunity measures.

1

2

(Total for Question 7 = 2 marks)

8 Explain **one** quality of good citizenship.

.....

.....

.....

(Total for Question 8 = 2 marks)

9 Give **two** ways that the prison service meets the needs of society.

1

2

(Total for Question 9 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



10 Individual rights within the criminal and civil justice systems are important.

(a) Describe **one** aspect of 'reasonable grounds for arrest'.

(2)

.....

.....

.....

.....

(b) Describe **one** aspect of 'humane treatment' of individuals held in custody.

(2)

.....

.....

.....

.....

(Total for Question 10 = 4 marks)

11 Outline **one** aspect of the growth of social media on the lives of individuals.

.....

.....

.....

(Total for Question 11 = 1 mark)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



12 Give **two** aspects of demographic change.

1

.....

.....

2

.....

.....

(Total for Question 12 = 2 marks)

13 Give **two** examples of how sharing information on the internet can have a negative impact on the public services.

1

.....

.....

2

.....

.....

(Total for Question 13 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



14 It is important that a person using public services should be treated without discrimination.

(a) Explain the meaning of the term 'discrimination'.

(2)

.....

.....

.....

.....

(b) Explain **one other** right that a person should have when accessing public services.

(2)

.....

.....

.....

.....

(c) Explain **one** impact that discrimination might have on the use of public services.

(2)

.....

.....

.....

.....

(d) Give **two** ways that public services prevent discrimination towards their employees.

(2)

1

.....

.....

2

.....

.....

(Total for Question 14 = 8 marks)



15 Public service employers have a legal obligation to provide a safe working environment for their employees.

(a) Explain **one other** reason why it is important for public service employers to provide a safe working environment for their employees.

(2)

.....

.....

.....

(b) Explain **one** negative impact on a public service of not having suitably trained employees.

(2)

.....

.....

.....

(Total for Question 15 = 4 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



16 State **two** ways that the security services protect society.

1

.....

.....

2

.....

.....

(Total for Question 16 = 2 marks)

17 Explain **one** reason why it is important for public services to represent different groups in society.

.....

.....

.....

.....

(Total for Question 17 = 2 marks)

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

Handwriting practice area with 20 horizontal dotted lines.

(Total for Question 18 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

BLANK PAGE

